International letters and parcels

Reaching their destination securely and reliably

For private customers – valid from **June** 2015

SWISS POST

Yellow in motion.

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You can obtain our General Terms and Conditions for private customers from any post office. Changes remain reserved.

URGENT document
The fastest shipping method for documents up to 2 kg

URGENT – sending documents by the fastest route

The URGENT courier service delivers your documents to more than 200 countries around the globe.

What is a document?

A document is anything that can be sent which is written or illustrated on paper in any form (printed, copied, with word processor or by hand), has no goods value and weighs a maximum of 2 kg. Mailing of federal folders as an URGENT document is permitted (only declare contents of folders). However, data media, such as CD-ROMs and USB sticks belong to the URGENT goods category. In case of doubt, call URGENT Customer Service free on 0800 45 45 45.

Anything that is not a document is classed as goods

For mail items over 2 kg, the goods price applies automatically. Securities, bank notes and precious metals, watches and jewellery are excluded from carriage. Dangerous goods, war materials, weapons, animals and goods with country-specific import restrictions are not accepted either. In case of doubt, call URGENT Customer Service free on 0800 45 45 45.

The service range

Documents up to 2 kg

- Maximum dimensions: 100 × 60 × 70 cm (L × W × H)
- URGENT cardboard envelope 40 × 30 cm, up to 500 g
- Mailing sleeve 32 × 40 cm
- Mailing sleeve 40 × 50cm

These packaging types are available free of charge from any larger post office. Of course, you can also use your own packaging.

Liability
Document consignments are automatically insured for up to CHF 150 (liability coverage) without any price surcharge.

Important for export – the waybill

A waybill must be enclosed with every URGENT document.

You can find out more about the necessary accompanying documents and customs regulations on page 9 of this brochure.

Transport times

The published transport times are quoted for urban centres and economic centres and under the condition that the consignment leaves Switzerland on the posting day.

URGENT exports only take place on working days but not on weekends nor public holidays.

Payment options

You can either pay for your consignments in cash at the counter or using the PostFinance Card.

URGENT goods
The fastest shipping method for goods

URGENT – sending goods by the fastest route

The URGENT courier service delivers your goods weighing up to 30 kg to more than 200 countries around the globe.

What are classed as goods?

Anything that is not a document is classed as goods. For all consignments up to 30 kg (except for URGENT document consignments weighing up to 2 kg), the goods price automatically applies. Securities, bank notes and precious metals, watches and jewellery are excluded from carriage. Dangerous goods, war materials, weapons, animals and goods with country-specific import restrictions are not accepted either. In case of doubt, call URGENT Customer Service free on 0800 45 45 45.

The service range

Goods consignments
- Maximum weight 30 kg
- Maximum dimensions: 100 × 60 × 70 cm (L × W × H)

Shipping sleeves in sizes 32 × 40 cm and 40 × 50 cm are available free of charge from any larger post office. Of course, you can also use your own packaging.

Indemnity
URGENT goods consignments are automatically insured against loss and damage for up to CHF 1,000 without a price supplement.

Items not covered include electronic devices such as mobile phones or computers. Please note our **General Terms and Conditions "Postal Services" for private customers. swisspost.ch/gtc**

Important accompanying documents for export

A waybill and two commercial invoices must be enclosed with every URGENT goods consignment. Information about customs regulations and accompanying documentation is available on page 9 in this brochure.

Transport times

The published transport times are quoted for urban centres and economic centres and under the condition that the consignment leaves Switzerland on the posting day.

URGENT exports only take place on working days but not on weekends nor public holidays.

Payment options

You can either pay for your consignments in cash at the counter or using the PostFinance Card.

PostPac International Priority and Economy

Your parcels dispatched worldwide quickly and securely

The service range

Standard parcels

Maximum weight:	30 kg, some countries up to 20 kg
Maximum dimensions:	100 × 60 × 60 cm (L × W × H) Larger parcels can be posted as "bulk goods".
Minimum dimensions:	min. 25 × 18 cm For roll shapes, the length and double diameter together must be a minimum of 40 cm, whereas the maximum expansion must be a minimum of 25 cm.
Shipping sleeve:	32 × 40 cm or 40 × 50 cm These shipping sleeves are very practical for small consignments and are available free of charge from any post office counter.

Liability

The contents of PostPac International are automatically insured for up to CHF 1,000 in case of loss or damage.

Items not covered include electronic devices such as mobile phones or computers. Please note our **General Terms and Conditions "Postal Services" for private customers. swisspost.ch/gtc**

Additional service Bulky

Bulky goods include:

- Items that exceed the maximum dimensions for standard Parcels (100 × 60 × 60)
- Items with a tag (even if within the standard dimensions)
- Unpackaged items (even if within the standard dimensions)
- Rolls longer than 100 cm

Please note the specific regulations for each country

Additional service Manual processing

The following items are processed manually:

- Tubes including tins, pyramids, triangular packages up to 100 cm in length
- Bottles (excluding glass)
- All canisters
- Consignments in packaging made of wood, metal or leather

Important accompanying documents for export

Information about customs regulations and accompanying documents is available on page 9 in this brochure.

Excluded mail items

Dangerous goods and animals are not accepted (exceptions: bees, leeches and parasites), banknotes/precious metals, weapons, weapon accessories, ammunition and goods with country-specific import restrictions. In case of doubt, call Swiss Post Customer Service on 0848 88 88 88.

MiniPac International Priority and Economy
Easy mailing solution for small items of up to 2 kg

The service range

Maximum weight:	2 kg
Maximum size:	
As a small packet:	Length + width + height = max. 90 cm, no dimension over 60 cm
As a tubes:	Length + 2 x diameter = max. 104 cm, length not to exceed 90 cm

Liability
With the additional service content of your Priority consignments upon loss or damage up to CHF 150 is automatically included.

Exceptions to this liability include electronic devices such as mobile phones and computers. Please take note of our **General Terms and Conditions "Postal Services" for private customers. swisspost.ch/gtc**

Customs formalities

For consignments of up to 2 kg containing goods whose value does not exceed CHF 700, it is sufficient to use the green customs label. If you do not want to state the consignment's value (e.g. if it is a gift), you can use a customs declaration instead of the green customs label.

Further information about customs regulations and accompanying documents can be found on page 9 of this brochure.

Barred consignments

Dangerous goods, bank notes/precious metals, weapons, weapon accessories, ammunition and goods subject to country-specific import restrictions cannot be mailed abroad. In case of doubt, check with Swiss Post Customer Service on 0848 88 88 88.

Additional services
Registered mail, return receipt and personal delivery

Registered mail

Service range
Addressed Priority letters and Priority MiniPac International can be sent by registered mail to all countries. The sender is provided with a return receipt free of charge when posting. The maximum compensation for loss or damage to the contents of registered mail is CHF 150. The mailing of bank notes and precious metals is not permitted.

Requirements for additional services:
Registered mail is required for the additional services:
- Return receipt
- Personal delivery

Labelling mail items
With the "Recommandé" barcode label, consignments with the address written in pencil or with only the starting letters of a name are not accepted.

Return receipt

Service range
The return receipt is signed on delivery by the recipient or by another authorized agent according to the legislation of the destination country and returned to you as a confirmation.
The additional "return receipt" service is offered for consignments to any country.

Labelling
Identify your letter or parcel on the address side with the "Avis de réception" (return receipt) adhesive label and attach the filled-out return receipt to the back of your mail item. The adhesive label and return receipt are available from your post office.

Personal delivery

Service range
If you would like your registered mail to be received only by a specific person, then select personal delivery. This service is not available for all countries. In some countries, it can only be used in combination with "return receipt". Find out from your post office.

Labelling
Clearly identify your letter or parcel above the recipient's address, specifying "A remettre en main propre" or the equivalent in a language that is known in the destination country. Please write out the recipient's name (first name and surname) in the address.

Special consignments
Services for special requirements

Consignments for the blind

Service range
Swiss Post carries openly posted consignments that are addressed to or posted by blind people or institutes for the blind free of charge, under the following conditions:

- The consignments contain documents in Braille, printing plates (with Braille), special paper and/or audio recordings that are intended for blind people
- Materials that help blind/visually impaired people to cope with their disability
- The consignments must not be for commercial purposes

The waived postal charges apply to consignments weighing up to 7 kg, maximum dimensions as for MiniPac International.

Labelling
Consignments for the blind bear the note "Cécogramme" on the top right. A translation can also be added to this. Consignments for the blind are always transported as PRIORITY and must be labelled accordingly.

Prices
Consignments for the blind that are posted in Switzerland are postage-free. Furthermore, no fees are charged for additional services (exception: for URGENT, the postage price is payable).

Dangerous goods

Shipping dangerous goods abroad is prohibited. You can find all the necessary information in the brochure "Dangerous goods in international mail" in your post office or at swisspost.ch/tips-for-sending-mail

For further information, please contact:
Post CH Ltd
Asendia Switzerland
Customer Service International
Nordring 8
3030 Berne
Switzerland
Freephone number 0800 888 100
E-mail international@post.ch

Customs forms
Introduction and basic information

Short delivery times for goods abroad – no problem with correctly filled out customs forms

Swiss Post carries thousands of consignments across the Swiss border on a daily basis. Whether it involves a small gift parcel or a large goods delivery, all parcels are inspected by the customs authorities in the country of origin, as well as in the destination country. To make sure your consignments can be processed and forwarded quickly by the customs authorities, the requested documentation and forms must be available in full and filled out correctly.

Notes

- Customs forms must be filled out in English. For mail items to Germany, to Austria, to French-speaking countries and to Italy, the respective national language may also be used.
- If you are exporting goods that require an import or export permit, include the necessary documents (export permit, goods certificate) with the postal freight documents.
- Forms with carbon copies should preferably be filled out with a word processor or in block capitals with a pen.
  All carbon copies should be legible.

All consignments that contain goods are basically liable to duties. The customs clearance can either be carried out by the customs authorities (postal customs clearance) or by private customs brokers (commercial customs clearance).

Regardless of the model on which the customs clearance is based, the customs authorities of the country are authorised to check customs clearance again at any time.

Different non-postal import levies can be charged from country to country, such as value-added tax and/or customs duties for a consignment. It is also possible for country-specific fees to be incurred. For Priority and Economy consignments, the customs processing and non-postal import levies are normally collected directly upon delivery.

- For your goods to be processed and forwarded quickly by the customs authorities, pay attention to the correct order of the requested documents:
  1. Waybill (incl. export and customs declaration)
  2. Commercial invoices
  3. Certificates (e.g. CITES certificate, if requested)
  4. Permit (e.g. export permit, if required)
- If you have any questions regarding import customs clearance, please contact the Postal Customs Clearance Customer Service on 0848 639 639

Please note:

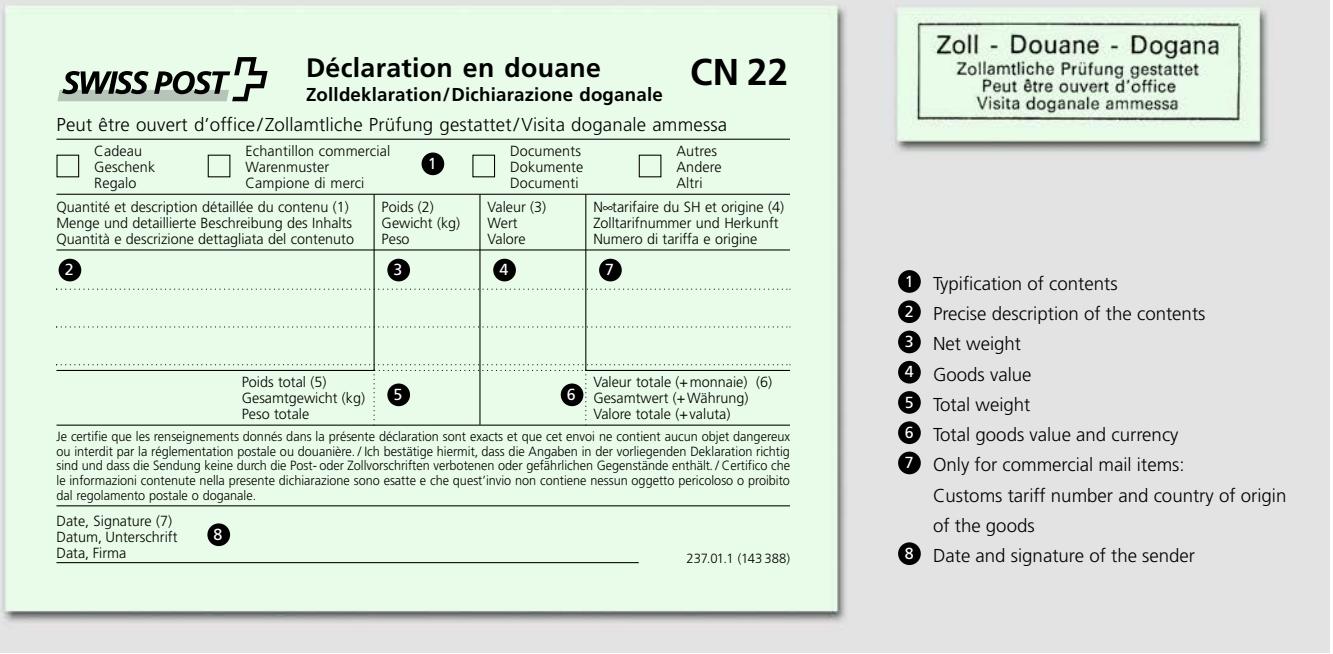
As a rule, it is the sender's responsibility to find out about import and export options with the authorities in charge in the destination country or with relevant consulates. Swiss Post does not assume any responsibility in this regard.

Customs forms
Overview of accompanying documents

Letters and parcels and URGENT documents and goods require different forms for customs clearance. This overview shows you at a glance which accompanying documents you require and when on which of the following pages you can find further information. Customs forms must be filled out in English. For consignments to Germany, to Austria, to French-speaking countries and to Italy, the respective national language may also be used.

	URGENT document	**URGENT goods**	**Letters and MiniPac Priority and Economy**	**Parcels Priority and Economy**
Waybill (Page 13)	Yes	Yes	No	Yes
Commercial invoice (Page 15)	No	In triple	For commercial goods or a goods value above CHF 700	In duplicate
Green customs sticker CN 22 (Page 10)	No	No	Goods value up to CHF 700	No
Customs declaration CN 23 (Page 11)	No	No	• Goods value above CHF 700 • For consignments with a goods value that the sender does not want to disclose (e.g. gift) • For goods that require an export permit	Yes, integrated into the waybill
Export declaration (Page 12)	No	No	• Goods value above CHF 1,000 • For consignments containing valuables (watches, jewellery, etc.) • For goods that require an export permit	Yes, integrated into the waybill
Export permit	No	Yes, if the goods require an export permit	Yes, if the goods require an export permit	Yes, if the goods require an export permit

Green customs sticker
CN 22


SWISS POST
Déclaration en douane
Zolldeklaration/Dichiarazione doganale
CN 22
Peut être ouvert d'office/Zollamtliche Prüfung gestattet/Visita doganale ammessa
Cadeau
Geschenk
Regalo
Echantillon commercial
Warenmuster
Campione di merci
1
Documents
Dokumente
Documenti
Autres
Andere
Altri
Quantité et description détaillée du contenu (1)
Menge und detaillierte Beschreibung des Inhalts
Quantità e descrizione dettagliata del contenuto
Poids (2)
Gewicht (kg)
Peso
Valeur (3)
Wert
Valore
N° tarifaire du SH et origine (4)
Zolltarifnummer und Herkunft
Numero di tariffa e origine
2
3
4
7
Poids total (5)
Gesamtgewicht (kg)
Peso totale
5
6
Valeur totale (+ monnaie) (6)
Gesamtwert (+ Währung)
Valore totale (+ valuta)
Je certifie que les renseignements donnés dans la présente déclaration sont exacts et que cet envoi ne contient aucun objet dangereux ou interdit par la réglementation postale ou douanière. / Ich bestätige hiermit, dass die Angaben in der vorliegenden Deklaration richtig sind und dass die Sendung keine durch die Post- oder Zollvorschriften verbotenen oder gefährlichen Gegenstände enthält. / Certifico che le informazioni contenute nella presente dichiarazione sono esatte e che quest'invio non contiene nessun oggetto pericoloso o proibito dal regolamento postale o doganale.
Date, Signature (7)
Datum, Unterschrift
Data, Firma
8
237.01.1 (143 388)
Zoll - Douane - Dogana
Zollamtliche Prüfung gestattet
Peut être ouvert d'office
Visita doganale ammessa

1. Typification of contents
2. Precise description of the contents
3. Net weight
4. Goods value
5. Total weight
6. Total goods value and currency
7. Only for commercial mail items:
   Customs tariff number and country of origin of the goods
8. Date and signature of the sender

Use

- Small packet up to max. 2 kg with goods or goods samples, with a value not exceeding CHF 700

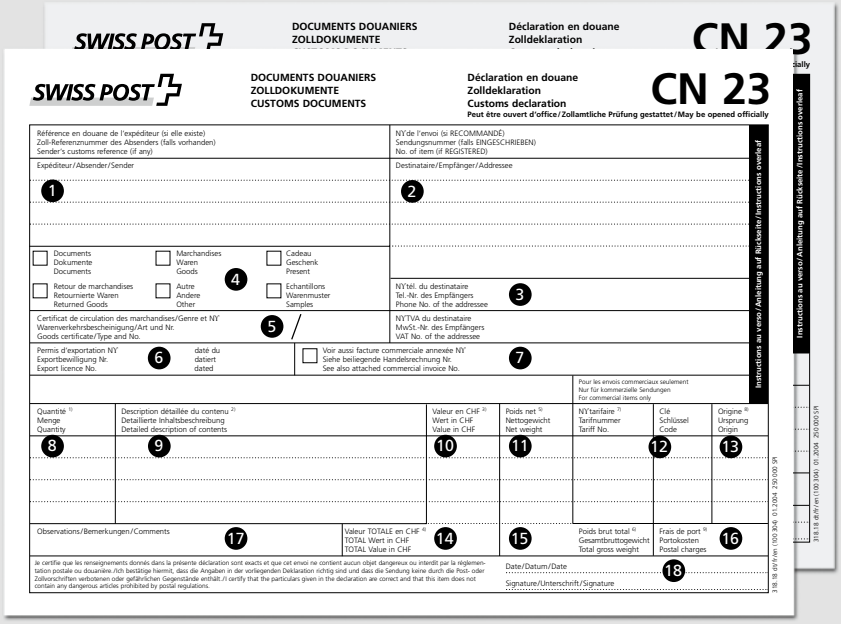
Notes

- If you do not want to disclose the value of the consignment (e.g. for a gift), instead of the green customs sticker CN 22, you can fill out a customs declaration (see page 12). The customs declaration is applied to the consignment using a self-adhesive clear pouch (Form 129.10). The small green customs sticker "Customs authority inspection permitted" must be applied.
- For consignments containing commercial goods (also below CHF 700), an invoice must be enclosed in order to ensure smooth import customs clearance in the destination country. The corresponding invoice must be applied to the consignment using a clear pouch (Form 129.10).
- Always declare the goods value, even if it is not clear from the outside that the consignment only contains documents.

Tip

A correctly completed adhesive label will ensure that your consignment (with or without customs clearance) will be processed more quickly in the countries of origin and destination.

Customs declaration
CN 23



1. Name and address of the sender
2. Name and precise address of the recipient
3. Telephone number of the recipient
4. Typification of contents
5. Type and number of the goods certificate (EUR.1)
6. Number of the export permit and issuing date
7. Mark if the commercial invoice is enclosed (+ provide number of invoice, if applicable)
8. Quantity and unit of each content position
9. Precise designation of the contents
10. Goods value of the contents in CHF
11. Net weight
12. Tariff number and key (only for commercial mail items)
13. Country of origin of the goods
14. Total goods value
15. Gross weight of the mail item
16. Postage costs
17. Comments
18. Date and signature of the sender

Use

- Small packet up to 2 kg, if the declared goods value of the content exceeds CHF 700
- Consignments for which you do not want to disclose the goods value (e.g. for a gift)
- Consignments with an export permit

Notes

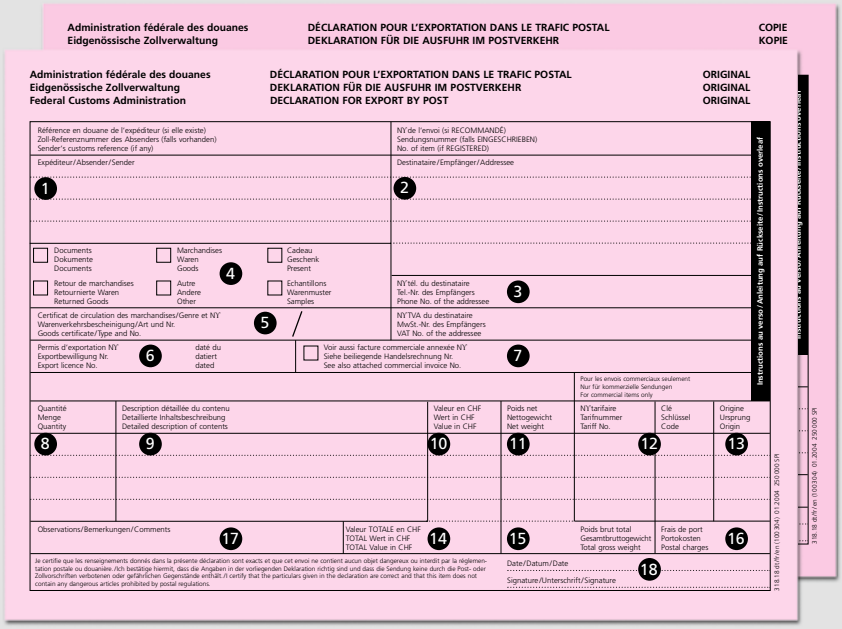
- Customs forms must be filled out in English. For consignments to Germany, to Austria, to French-speaking countries and to Italy, the respective national language may also be used.
- Give a precise definition of contents. Collective terms such as "clothing" or "spare parts" are too imprecise and can lead to delays with customs clearance.
- Enclose the customs declaration in a self-adhesive clear pouch (Form 129.10).
- For parcels, the customs declarations and export declarations are already integrated into the waybill.
- Enclose a commercial invoice with the consignment for commercial goods in addition to the accompanying documents.

Please note

Customs clearance is generally carried out by the customs authority of the destination country on the basis of the customs declaration.

Export declaration

Recovery of value-added tax made easy



1. Name and address of the sender
2. Name and precise address of the recipient
3. Telephone number of the recipient
4. Typification of contents
5. Type and number of the goods certificate (EUR.1)
6. Number of the export permit and issuing date
7. Mark if the commercial invoice is enclosed (+ provide number of invoice, if applicable)
8. Quantity and unit of each content position
9. Precise designation of the contents
10. Goods value of the contents in CHF
11. Net weight
12. Tariff number and key (only for commercial mail items)
13. Country of origin of the goods
14. Total goods value
15. Gross weight of the mail item
16. Postage costs
17. Comments
18. Date and signature of the sender

Use

- Small packet, if the declared goods value of the content exceeds CHF 1,000
- Consignments that require an export permit

Notes

- For a goods value of CHF 1,000 or more, the customs authority issues an export customs certificate automatically upon export, which is returned to you by post.
- For URGENT courier consignments and PostPac International Priority and Economy, the export declaration is contained in the waybill.

Please note

The details on the export declaration are for the purpose of foreign trade statistics.

Waybill

Accompanying document for all speeds

Use

- The waybill is required for URGENT (document and goods) and PostPac International Priority/Economy consignments

SWISS POST

Lettre de voiture
Waybill

Customer Service International
0800 888 100
international@post.ch

CF000005881CH

PRIORITY
PRIORITAIRE

Expéditeur / Sender: +41123456789
Nom / Name: MUSTERHANS
Prénom / First Name: HANS
Rue / Street: MUSTERSTRASSE 100
NPA / Lieu / Pays / ZIP Code / City / Country: 1234 MUSTERSTADT - CH
E Mail: musterhans@post.ch

Destinataire / Addressee: +491234567890
Nom / Name: MUSTERHANS
Prénom / First Name: HANS
Rue / Street: MUSTERSTRASSE 100
NPA / Lieu / ZIP Code / City: 12345 MUSTERSTADT
Pays / Country: Germany
Code ISO du Pays et NPA / Country ISO Code and ZIP Code: DE - 12345

Documents / Documents
Echantillons / Samples
Marchandises / Goods
Retour de marchandises / Returned Goods
Cadeau / Present
Autre / Other

Poids brut total / Total gross weight: kg

N° TVA / UID du destinataire / VAT / EORI No of the addressee

Quantité / Quantity	Description détaillée du contenu / Detailed description of contents	N° tarifaire / Tariff No	Poids net en kg / Net weight in kg	Valeur en CHF / Value in CHF	Pays d'origine / Country of origin
2	VERBRAUCHSMATERIAL		4.000	10.00	DE

Frais de port / Postal charges: TOTAL 48.00 CHF
Valeur TOTALE / TOTAL Value: 10.00 CHF

Date
Signature

Prestations complémentaires / Value-added services: Pro Clima / Pro Clima; Encombrant / Bulky; Traitement manuel MAN / Manual treatment MAN

Comment votre envoi doit-il être traité lorsqu'il ne peut pas être distribué au destinataire? (L'expéditeur est contacté lorsqu'il s'agit d'un envoi URGENT / Retour payant)
How should your consignments be handled if undelivered? (For URGENT consignments, the sender will be contacted / Return subject to a charge)

ECONOMY:
Retourner l'envoi à l'expéditeur en mode ECONOMY (payant) / Return to sender with ECONOMY handling (subject to a charge)

PRIORITY:
Retourner l'envoi à l'expéditeur en mode PRIORITY (payant) / Return to sender with PRIORITY handling (subject to a charge)

Ne pas retourner l'envoi (déchéance du contenu) / Items not to be returned (no claim on contents)

Prix / Price: 48.00 CHF
Supplément / Extra Charge: 0.00 CHF
TOTAL: 48.00 CHF

Office de dépôt / Acceptance point

1 Expéditeur / Sender

- Please note that the contents of your consignments must be declared on the waybill in a specific language, usually in English. For consignments to Germany, Austria, French-speaking countries and Italy, the contents can also be declared in the relevant national language

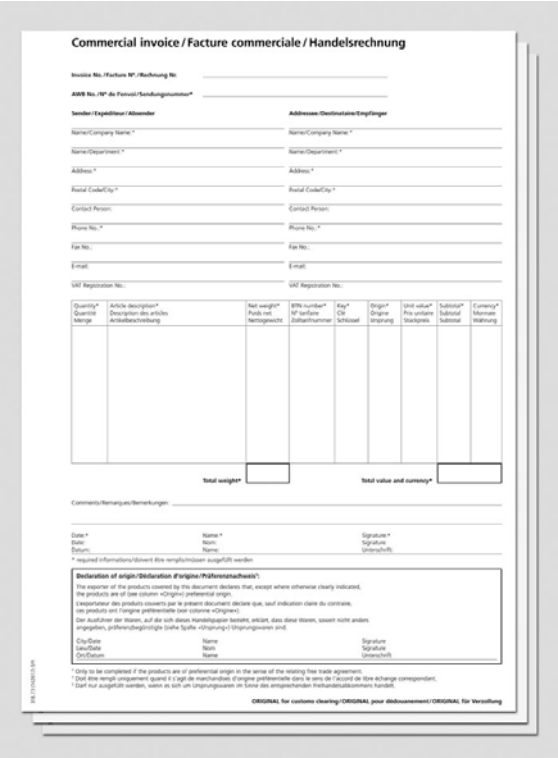
- The waybill comes with a neutral document pouch (form 319.27) for attaching it to the consignment

Notes

- Enjoy the ease and convenience of creating your freight documents for all delivery speeds electronically from home at swisspost.ch/waybill

- Always include the recipient's telephone number on the waybill in order to prevent delays during customs clearance or delivery in the country of destination

Commercial invoice
Simplifies customs clearance


Commercial invoice / Facture commerciale / Handelsrechnung

Notes

The following consignments must include a commercial invoice:

- URGENT consignments with goods contents – for all countries and without value limitation (also gifts and samples) in duplicate
- PostPac International with goods contents without value limitation
- Letters with goods contents without value limitation

The customs clearance in the destination country cannot be carried out without a commercial invoice and/or customs declaration. Commercial invoices for URGENT consignments for Eastern European countries must fulfil specific requirements. Information is available free from URGENT Customer Service on 0800 45 45 45.

The original of the commercial invoice must contain the following elements:

- Description of consignment contents
- Goods value
- Date
- Original signature of the sender on each invoice and on all copies

Commercial invoice vs. pro forma invoice:
You need a commercial invoice if the mailed goods have a commercial value. A pro forma invoice is permitted if the goods do not have any commercial value.

You are free to use your own invoice forms for issuing the commercial invoice. You can also obtain original forms at any post office. The commercial invoice is already integrated into the latest version of the waybill (318.70.1).

Things to watch out for

Enclose the commercial invoice with the waybill in duplicate, depending on the destination country. This simplifies and speeds up the customs clearance of goods mail items.

Good to know
Returns from abroad

The way in which we proceed if consignments cannot be delivered depends on the chosen shipping method. Based on this, you have the choice between various options.

URGENT consignments

You will be contacted by TNT Swiss Post AG in order to discuss the further course of action.

- For returns to Switzerland, a flat-rate shipping fee of CHF 45 will be due. In some countries, customs costs will be added to this.
- If you abstain from return, the mail item will be destroyed in the destination country. The costs vary from country to country. Call URGENT Customer Service free on 0800 45 45 45 for information.

Letters and MiniPac International Priority and Economy

Letters will be returned at the same speed that you selected for mailing: PRIORITY or ECONOMY.

- If the recipient cannot be found due to an incomplete address, the return is free of charge.
- If the recipient rejects the letter or fails to collect it, it will be returned to the place of posting at the price applicable to the selected speed for individual consignments.
- For the return of a letter with the additional service "Registered mail with return receipt", the price of a "Registered" letter applies, less the surcharge paid in advance for the "return receipt".

PostPac International Priority and Economy

Non-deliverable parcels are generally returned on expiry of the usual storage time limit in the respective country.

- Parcels are returned using the method that was mentioned by the sender in the envisaged section on the waybill (instruction by the sender in the case of non-deliverability).
- For the return shipment, we will charge the costs incurred abroad and in Switzerland, plus any surcharges (e.g. for bulk parcels). Minimum amount CHF 20.
- If you claimed Swiss value-added tax back on mailing, this will fall due again with the return consignment.

Forwarding consignments abroad

If you will be spending time abroad temporarily or for a longer period, please send us forwarding instructions to ensure that your consignments can still reach you.

All consignments will be forwarded as PRIORITY mail to the new address. Consignments will only be forwarded abroad if they meet the requirements for new mailing and the sender has not explicitly prohibited this mailing method.

It is not possible to forward domestic parcels, PromoPost consignments, court and debt collection certificates and military consignments abroad. Parcels from abroad are forwarded abroad if the recipient has given written consent to pay the additional costs.

Prices: calculation indications

Forwarding order worldwide for change of domicile

- Change of residence
  12 months: flat-rate CHF 90
- Change of residence without address update
  12 months: flat-rate CHF 120

Temporary forwarding order valid worldwide
Basic price CHF 30 (incl. two weeks) plus CHF 10 for any further/initiated week

Supplements

- Express surcharge: CHF 10 per order
- Surcharge for each additional adult in the household: CHF 5
- Order placement at the post office counter: CHF 12
- Order placement via the Internet: free of charge

Commitment to pay costs and fees
Customs fees and other special costs not cancelled in the destination country must be paid by the recipient.

All prices for forwarding consignments are quoted inclusive of 8% VAT.

Good to know
Correctly addressing and laying out letters

Addressing letters

Letters with the correct address and layout that meet the requirements of modern letter sorting facilities are processed more quickly and save time during transportation in Switzerland.

How should I address and lay out letters?

Key points in brief
We advise you to write out the destination country in Latin script. The destination country on the last line of the address should be specified in French or English. For neighbouring countries of Switzerland, the respective national language can be used.

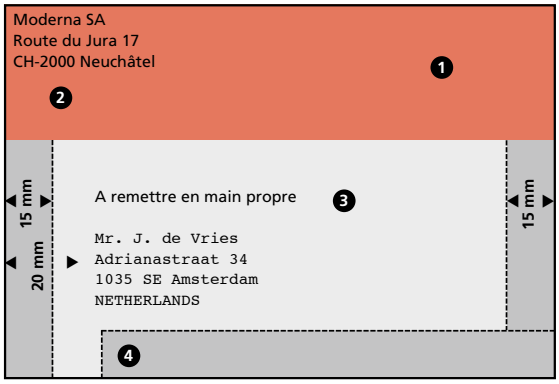
When addressing letters, use of the ISO country code is not recommended, as this can create delays in processing.

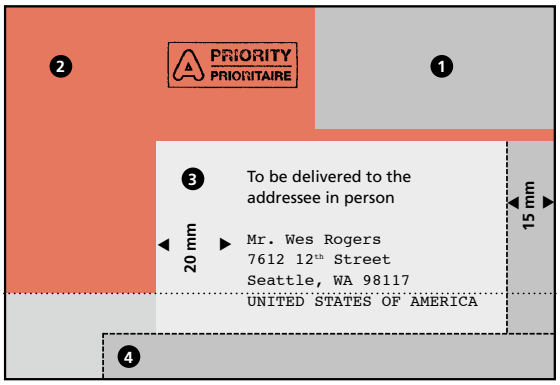
No imprints, comments or adhesive labels must be applied on the right and below the address.

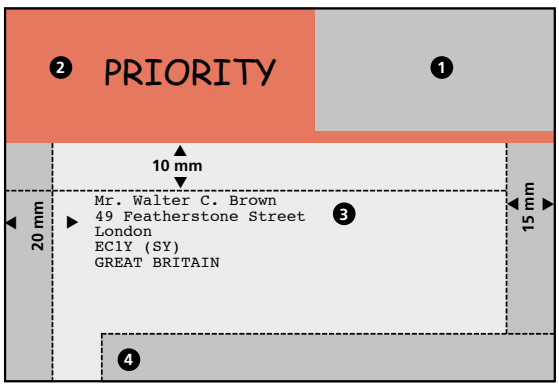
P.O. Box and poste restante addresses are not permitted for URGENT consignments. They are only permitted to a limited extent for Priority and Economy consignments. Ask your post office or Swiss Post Customer Service on 0848 88 88 88.

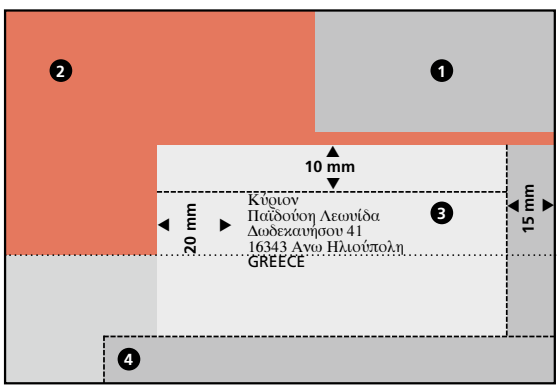
The following layout must be observed:

1. Franking zone
2. Sender zone
3. Address field
4. Coding zone









Good to know
Correctly franking and packaging consignments for abroad

Franking

Consignments for abroad can be franked using one of the following franking methods:
- Postage stamps (not possible with URGENT, PostPac International)
- Cash franking (P.P. = port payé) for 50 or more consignments sent at once. If you do not apply the PP note yourself, special conditions exist for PP stamping by Swiss Post. Ask your post office.

Non-franked or insufficiently franked consignments
If a consignment has not been franked at all or is insufficiently franked, the shortfall amount and a surcharge of CHF 1.00 per consignment can be charged to the sender. If the sender is unknown, the consignment will be assessed and the shortfall amount will be charged to the recipient by Swiss Post in the destination country.

International reply coupons

International reply coupons can be purchased in philatelic shops or through **postshop.ch** in packets of 10.
Selling price: CHF 20

It is possible to exchange the reply coupon for stamps when posting a consignment at the same time.
Redemption value for "Europe" consignment: CHF 1.40
Redemption value for "Other countries" consignments: CHF 1.90

Reply coupons from issues prior to 2002 or with an expired redemption date can no longer be exchanged.

Packaging

General principles
- The internal and external packaging and sealing of letters and parcels must correspond to the volume, weight, shape and content of the consignment.
- The internal and external packaging must provide effective protection against all unavoidable occurrences during transport, such as pressure, impacts, etc.
- The consignment must be packed so that it is not possible for the contents to be removed or become lost without obvious damage to the packaging or the seal and so that the contents are protected against loss or damage of any kind.
- Parcels must be packed and sealed in such a way that hazards to Swiss Post personnel and contamination of other parcels and postal facilities are excluded.
- Mailing pouches in two sizes and cardboard envelopes for URGENT documents (recommended up to max. 500 g) are available free of charge.
- Items are only accepted in non-packaged form if they are placed inside one another or otherwise connected to one another or held together with a band secured with lead seals or seals so that they form an inseparable unit.
- If it is customary in the trade, items made of one piece (wood or metal, etc.) do not need to be packaged. The address is applied directly to the item itself.

Tips

Hard-wearing boxes made of metal, wood, plastic material or strong cardboard are suitable for external packaging.

Internal packaging should be chosen to ensure that no leakage can occur, e.g. of liquid contents (e.g. containers with tight-fitting lids). The content must also be protected from impact with sufficient filler material, etc. With liquid contents, filler materials with sufficient absorbent effect (e.g. sawdust or cotton wool) should be used, so that liquid does not leak if the internal packaging is broken.

Good to know
Consignments to border areas

Transport direction	Prices and requirements
Switzerland → German Enclave Büsingen	**Domestic Prices Switzerland** No accompanying documents required
German Enclave Büsingen → Switzerland	**Domestic Prices Switzerland** Postage: Exclusively with stamps or with another permitted method of Deutsche Post AG Exchange rate for both currencies: in accordance with the current rate of the local financial institutions Prices: By Postanstalt (post office) Büsingen
Switzerland → Campione d'Italia	**Domestic Prices Switzerland** No accompanying documents required Postage-free consignments: For consignments that are postage-free within Switzerland, the domestic prices for Switzerland apply
Campione d'Italia → Switzerland	**Domestic Prices Italy** Postage: Exclusively with Italian stamps Cash on delivery consignments: Cash on delivery consignments from Italy to Campione are accepted in Italy as cash on delivery destined for abroad and treated accordingly in Switzerland.
Switzerland → Heidelbergerhütte	**Domestic Prices Switzerland** No accompanying documentation required Goods consignments not permitted Heidelbergerhütte is in the area of the Bünden municipality of Ramosch over the Fimber Pass. It is served by the Austrian post office in Ischgl.
Switzerland → Samnaun	**Domestic Prices Switzerland** Parcels must have a domestic parcel barcode applied to them. Declaration of consignment contents: Consignments with a goods value of up to CHF 1,000: with customs declaration CN 22 Commercial invoice recommended (apply to the outside of the consignment) Consignments with a goods value above CHF 1,000: commercial invoice compulsory (apply to the outside of the consignment) Sender address: The consignment must bear the full sender address, including the telephone number.
Samnaun → Switzerland	**Domestic Prices Switzerland** Required for parcels: customs declaration

Country list Europe
Letters

Albania
Andorra
Belarus
Belgium
Bosnia and Herzegovina
Bulgaria
Denmark
Germany
Estonia
Faroes
Finland
France
Gibraltar
Greece
Greenland
Great Britain and Northern Ireland
Ireland
Iceland
Italy
Croatia
Latvia
Lithuania
Luxembourg
Malta
Macedonia, former Yugoslav Republic
Moldova, Republic
Monaco
Montenegro, Republic
Netherlands
Norway
Austria
Poland
Portugal
Romania
Russian Federation
San Marino
Sweden
Serbia, Republic
Slovakia
Slovenia
Spain
Czech Republic
Turkey
Ukraine
Hungary
Vatican
Cyprus

Contacts

Customer Service

Post CH Ltd
Asendia Switzerland
Customer Service International
Nordring 8
PO Box
3030 Bern
Switzerland
Freephone number 0800 888 100
E-mail international@post.ch

Post CH Ltd
Customer Service
Wankdorfallee 4
CH-3030 Berne
Tel. 0848 88 88 88
Fax 0844 888 888
E-mail custcare@swisspost.ch

TNT Swiss Post AG
URGENT Customer Service
Amsleracherweg 8
CH-5033 Buchs
Freephone number 0800 888 100
E-mail cs.urgent.ch@tnt.com

Post CH Ltd
PostLogistics
Postal Customs Clearance Customer Service
Postpassage 11
PO Box
4002 Basel
Switzerland
Phone number 0848 639 639
E-mail postverzollung@post.ch

Internet addresses

On the Internet, you can find out everything worth knowing about consignments for abroad at **swisspost.ch/sending**

Post offices

If you have any questions about regarding mail types, countries, transport times or additonal services, please ask the knowledgeable staff at our post offices.

Customs offices

The addresses of the customs offices can be found at www.ezv.admin.ch

swisspost.ch

SWISS POST

PV en 6.2015